



Network Technician

The Network Technician works under the direction of the IT Director regarding the administration, maintenance and management of computer network systems for the organization. The Network Technician also ensures end users can utilize the LAN/WAN and WLAN as provided. Cross-training is essential in the IT department in order to meet the needs of the organization. Some of the essential duties and responsibilities listed below are to highlight this functionality.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Network Security:

- Investigate and defend against any virus/malware/adware attacks on the network, including administration over employee bandwidth usage to ensure optimal network performance.
- Assist in the daily review of the network for inappropriate internal network usage and outside intrusions.
- Ensure virus protection is up to date and install critical security patches for the Windows operating system.

Servers:

- Log into EHS, FHC Domain, Exchange, Solomon servers daily to check for any errors that may have occurred. Take necessary action to resolve issues.
- Provide weekly maintenance on all servers to promote optimal performance to ensure daily operations performed by end users are uninterrupted and productive.
- Install new updates or patches for software currently on the servers (EHS, Solomon, etc.) Updates are to be done after hours.

Phone System:

- Use the voice server to create/modify phone extensions for employees that have moved locations or are just starting with the organization.
- Create/modify voicemail boxes for extensions and set passwords.
- Program voice menu prompts for patient call-in lines.

- Troubleshoot any phone/voicemail issues that may occur.
- Program DNIS/extension number transfers that are requested.

Data Backup:

- Review daily data backup logs for backup server to ensure all FHC data is backed up.
- Investigate and correct warnings or critical errors that may occur.
- Maintain EHS backup tapes daily and secure the tapes off site.
- Ensure the backup server is up to date with the latest server patches as directed by the Network Administrator.
- Perform recovery of data when requested by end user.

Access Badge System:

- Check logs daily to ensure alarms or errors are investigated and corrected.
- Administration over security groups to ensure they are accurate and access points are appropriate for different level employees.
- On request; pull access badge/point reports for investigation of improper badge usage.

End User Support:

- Provide support, including but not limited to any software & hardware problems (EHS, e-mail, log-in, internet based application portals, Microsoft Office, printing, scanning, monitor, keyboard, mouse, PC etc.).
- Set up laptop & projector for meetings as requested.
- Train employees on new software developments, and re-educate them on current PC and peripheral knowledge.
- Remotely connect to FHC locations to assist users when needed.

Installation:

- Install PC's along with peripheral equipment where needed.
- Install, and administer over POS devices.
- Install specific drivers on servers and on PC's to allow them to function and interact with peripherals.
- Connect phones to voice ports and align them with the ports in the data partition.

Asset Tracking

- Coordinate all aspects of computer inventory tracking with Finance.
- Responsible for appropriate tagging of each piece of computer equipment.
- Must provide notification to Finance when computer equipment is transferred between sites, or disposed of.
- Ensures the computer inventory worksheet is updated with the most accurate information.

Video Surveillance:

- Maintain video surveillance server and DVR to ensure services are running and recording correctly.
- On request; pull any video that is needed for investigation of an event.

Education and/or Experience: Bachelor's degree from a four-year college or university in Computer Science or Management information systems along with one to two years of related experience. A combination of related education and experience will also suffice. Must be proficient in Microsoft Server Software Applications. Prefer three-plus years of experience interfacing with CISCO networking equipment. Must have excellent knowledge of internet protocols; must have a very good understanding and experience working with HL7. Prefer the following certifications: CCNA, CCIE, MSDS, and A+.

Other Qualifications: Must possess a valid driver's license and have transportation to travel to various sites to support the organizations systems and provide end-user support.

How to Apply: Please apply at:

https://workforcenow.adp.com/jobs/apply/posting.html?client=fhckzoo&jobId=32261&lang=en_US&source=CC3

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